

FIG. 1

http://63.75 JUC

Best of the Web Channel Guide Customize Links Free Hotmail Internet Explorer News Internet Start

Search My Yahoo! Yahoo! Finance Mail News Messenger

File Edit View Favorites Tools Help

Customer Messaging Alerting Service

Current Contact Information

Welcome Marc Smith

Links 20b Business Phone Number 20a

Home AOL Instant Messenger ID 20c

My Profile Yahoo Instant Messenger ID 20d

My Contact Preferences MSN Instant Messenger ID 20e

My Account Text Pager 20f

Mobile Phone Number

SAVE CANCEL

Done Internet

FIG. 2A

FIG. 2B

FIG. 2C

Component	Feature	Example
Contact Profile	Information	Phone information, IM information, Pager information
Contact Preference	Mode of Contact	How the customer wants to be contacted
Contact Preference	Time of Contact	When the customer wants to be contacted
Contact Preference	Hours of the Day	What particular time is preferred
Contact Preference	Time Zone	EST, PST, GMT
Account	Provider	Airline, Package Delivery Co., Financial Services Co.
Other Preference	Personalization	Where can I personalize the service
Other Preference	Activity	Business Event, Personal Alerts
Other Preference	Language	Language preference
Service Preference	Definition	Selecting AOL/Yahoo ID's, Passwords
Service Preference	Company Selection	Entering information for Various Account Nos.

FIG. 2D

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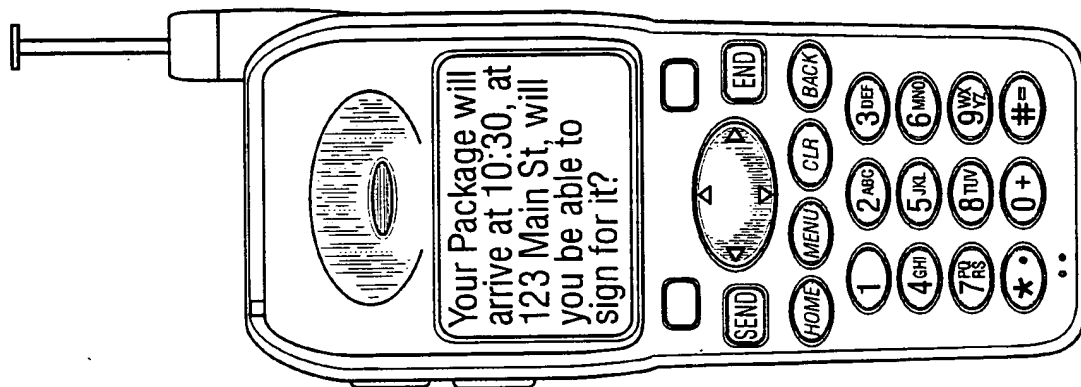


FIG. 3B

30

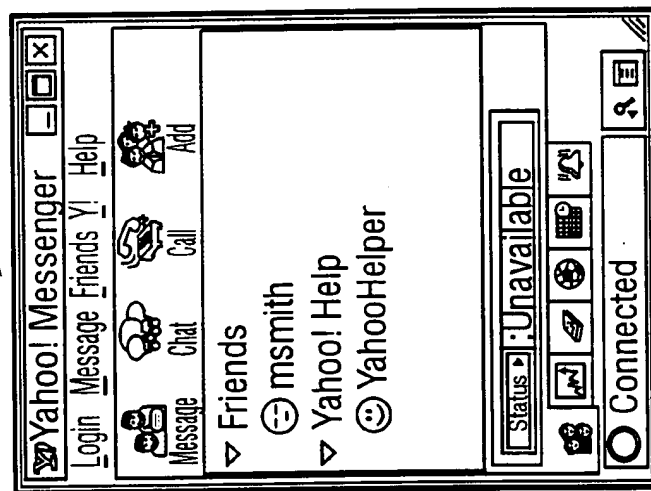


FIG. 3A

106280-23592860

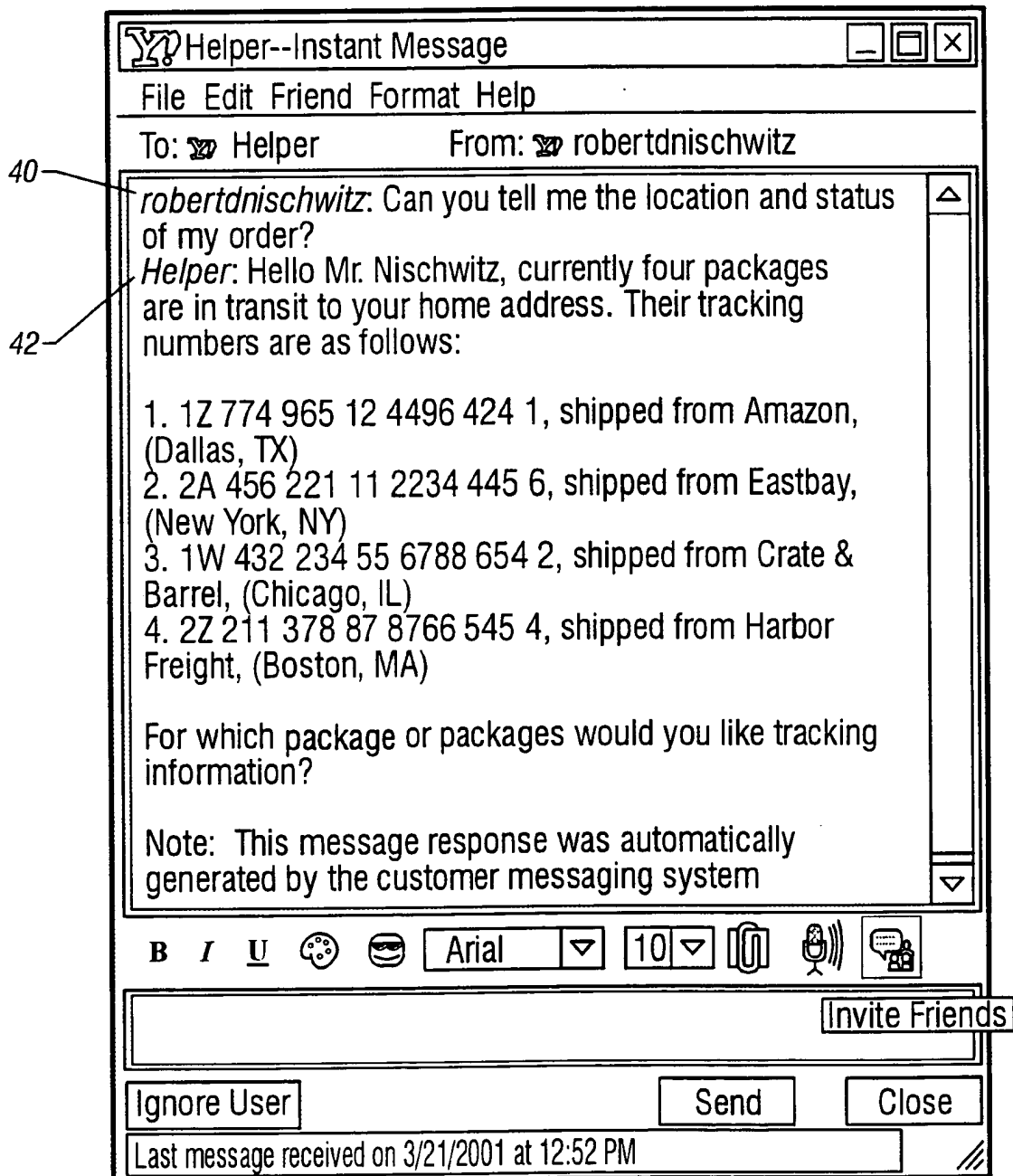


FIG. 4A

Helper--Instant Message

File Edit Friend Format Help

To: Helper From: robertdnischwitz

robertdnischwitz: I am interested in package #1
Helper. Mr. Nischwitz, your package was received in Dallas, TX on 2/13/01. The package will arrive at the final destination, Atlanta, GA, at 12:30 p.m. on 2/15/01.

Note: This message response was automatically generated by the customer messaging system

B I U [emoticon] [font face: Arial] [font size: 10] [copy] [microphone] [chat]

Ignore User Send Close

Last message received on 3/21/2001 at 12:55 PM

FIG. 4C














Helper--Instant Message		  	
File Edit Insert People		Helper's Warning Level: 0%	
<p><i>Helper: Attention Mr. Nischwitz,</i> Your parcel, with Tracking number. 1Z 774 965 12 4496 424 1, was received in Jackson, MS at 1:51 p.m. on 2/13/01 and departed for Montgomery, AL at 4:52 p.m. the same day. I will notify you when it has been received.</p>			
Helper--Instant Message		  	
File Edit Insert People		Helper's Warning Level: 0%	
<p><i>Helper: Attention Mr. Nischwitz,</i> Your parcel, with Tracking number. 1Z 774 965 12 4496 424 1, was received in Montgomery, AL at 9:58 p.m. on 2/13/01 and departed for Atlanta, GA at 1:08 a.m. on 2/14/01. I will notify you when it has been received.</p>			
Helper--Instant Message		  	
File Edit Insert People		Helper's Warning Level: 0%	
<p><i>Helper: Attention Mr. Nischwitz,</i> Your parcel, with Tracking number. 1Z 774 965 12 4496 424 1, was received in Atlanta, GA at 6 a.m. on 2/14/01. Its final destination estimated time of arrival is 12:30 p.m. on 2/15/01. Please let us know if we can be of further assistance. Thank you.</p> <p>Note: This message response was automatically generated by the customer messaging system</p>			
A 		A 	
B I U		link  	

FIG. 4D

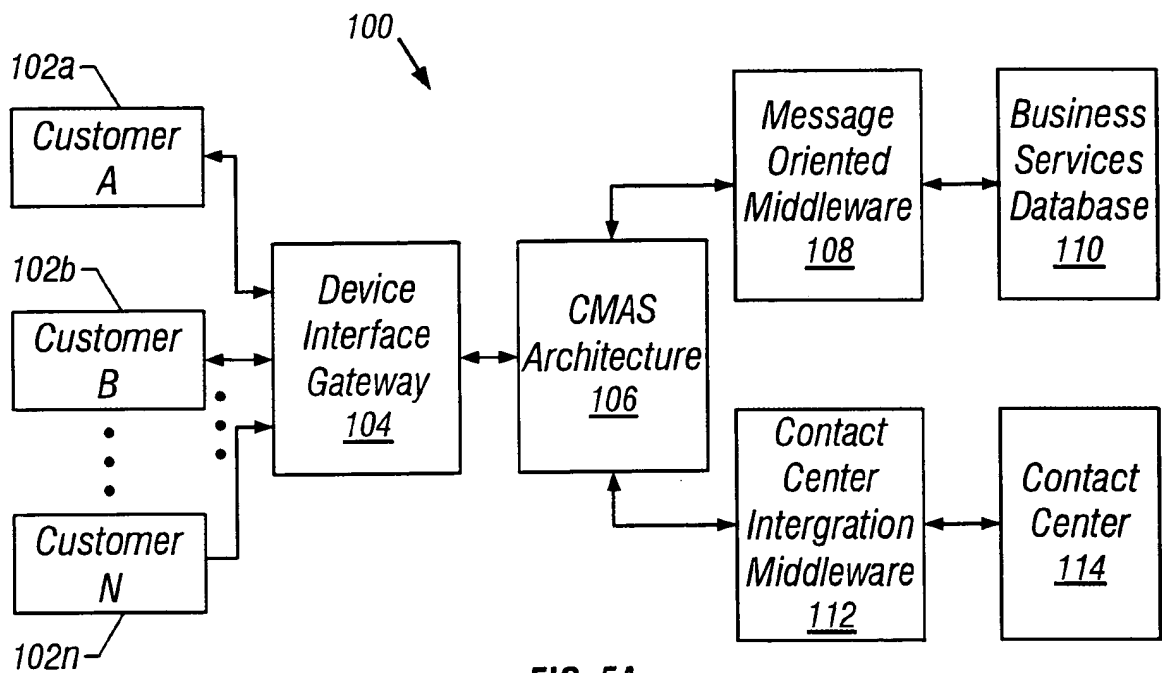


FIG. 5A

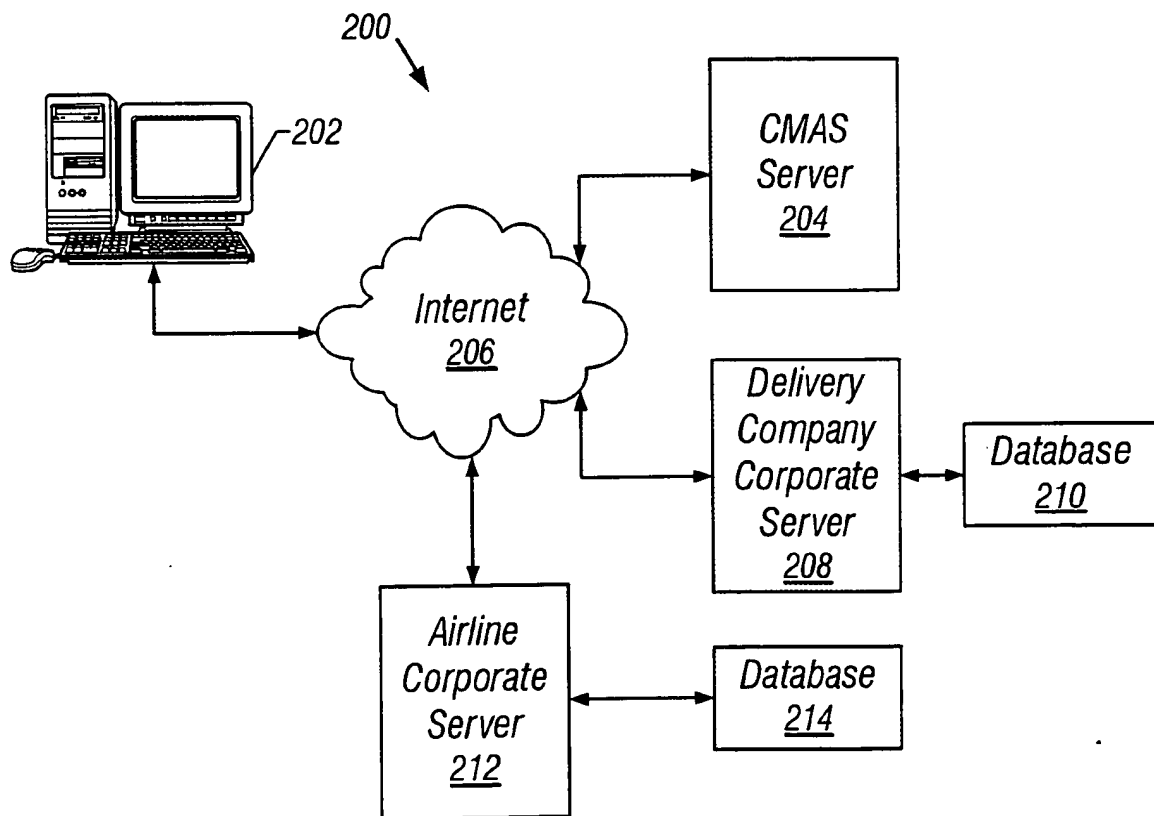


FIG. 6A

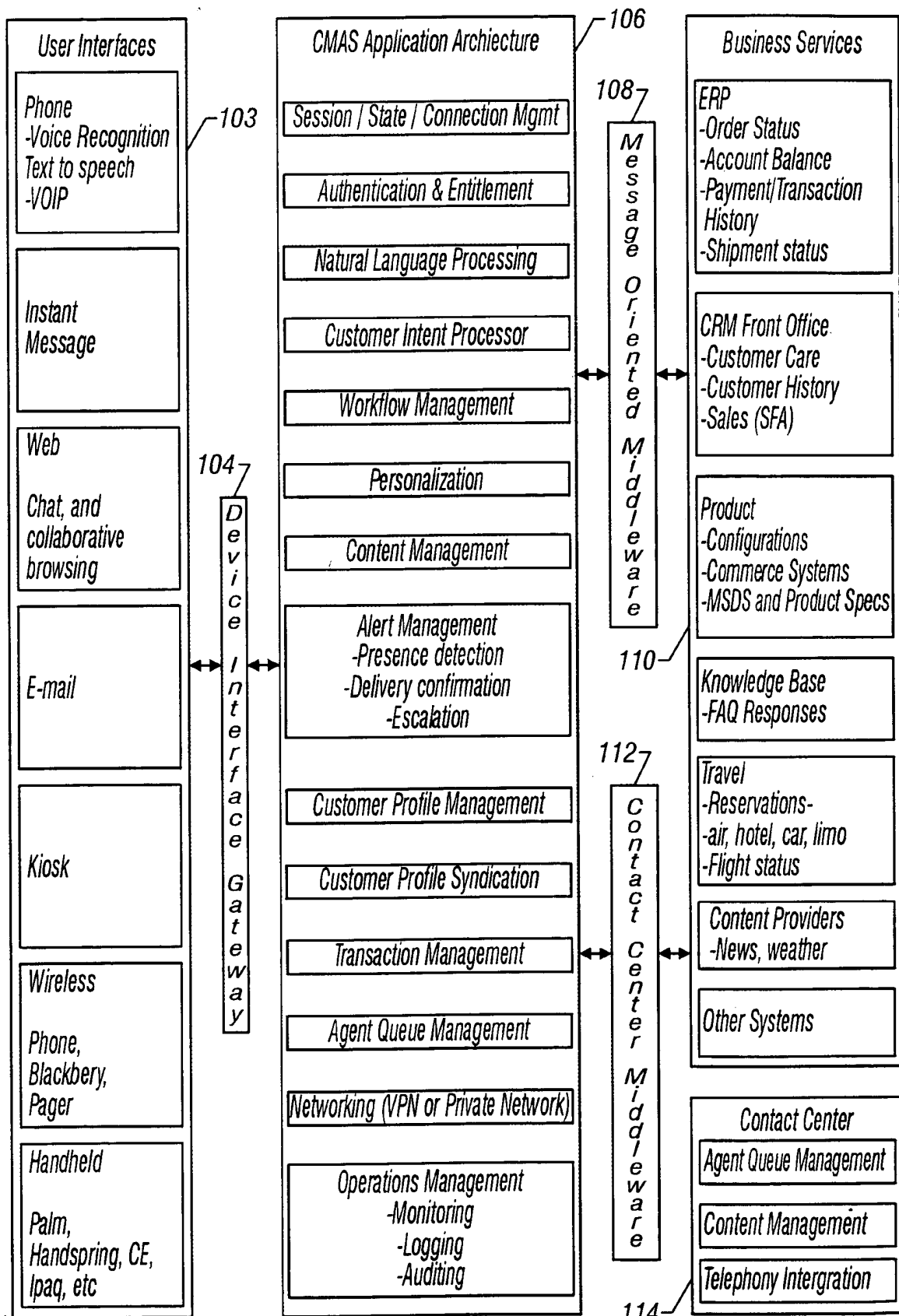


FIG. 5B

126 Device/Service	127 Native Authentication	128 CMAS Secondary Authentication	125 Cookies	129 Other
Web Browser	Microsoft Passport	CMAS user ID/Password	Yes	None
WAP Phone	Varies	CMAS user ID/Password	Simulated	Security as provided by the Service provider
Cell Phone	Varies	CMAS user ID/Password	None	Security as provided by the Service provider
Instant Messenger	All require a userID/Password	CMAS user ID/Password	None	None
Windows CE hand held	Microsoft Passport	CMAS user ID/Password	Simulated	Security as provided by the Service provider
Cell Phone Based Pager	Varies	CMAS user ID/Password	None	Security as provided by the Service provider
Palm Hand Held	Microsoft Passport	CMAS user ID/Password	Simulated	Security as provided by the Service provider
Two-Way Pagers	Varies	CMAS user ID/Password	None	Security as provided by the Service provider
Mobile Phone Voice Mail	Outbound from initial configuration	None	None	Security as provided by the Service provider
Interactive Pager	Outbound from initial configuration	None	None	Security as provided by the Service provider
Short Message Services	Outbound from initial configuration	None	None	Security as provided by the Service provider
Alpha/Numeric Pager	Outbound from initial configuration	None	None	Security as provided by the Service provider
Business Phone	Outbound from initial configuration	None	None	Security as provided by the Service provider
Business Voice Mail	Outbound from initial configuration	None	None	Security as provided by the Service provider
Home Number	Outbound from initial configuration	None	None	Security as provided by the Service provider
Alternative Business Contact	Outbound from initial configuration	None	None	Security as provided by the Service provider

FIG. 5C

Service	Device	Presence Detection	Delivery Confirmation	Guaranteed Delivery	Receipt Acknowledge	
					Native 147	Manual 149
AOL	Any Device that has AOL Instant Messenger	✓	—	—	—	✓
Yahoo!	Any Device that has Yahoo Instant Messenger	✓	—	—	—	✓
Microsoft	Any Device that has MSN Instant Messenger	✓	—	—	—	✓
Pager	Interactive Pager	—	Varies	Some	Some	—
	Alpha/Numeric Pager	—	Varies	Some	—	✓
	Cell Phone Based Pager	—	Varies	Some	—	—
	Two-Way Pagers	—	Varies	Some	✓	—
Wireless enabled PDA	PDA	—	✓	Some	Some	✓
	Windows CE	—	✓	Some	Some	✓
Voice Mail	Mobile Phone Voice Mail	—	—	✓	—	—
	Business Voice Mail	—	—	✓	—	—
Voice Call	Business Phone	—	—	✓	—	✓
	Home Number	—	—	✓	—	✓
	Alternative Business Contact	—	—	✓	—	✓
	Mobile Phone	—	—	✓	—	✓
SMS	SMS Capable Device	—	Varies	✓	—	✓
WAP	WAP Micro-browser capable device	✓	✓	—	✓	—
	WAP Phone	—	✓	—	✓	—
Email	Email Client	—	✓	—	✓	✓

FIG. 5D

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<u>Device</u> <u>162</u>	<u>SMS</u> <u>164</u>	<u>Email</u> <u>166</u>	<u>IVR</u> <u>168</u>	<u>Voice Mail</u> <u>170</u>	<u>Instant Messenger</u> <u>172</u>
Web Phone	✓	✓	✓	✓	✓
Mobile Phone (without internet access)	✓	✓	✓	✓	✓
Touch Tone Phone			✓	✓	
Pulse Dial Phone				✓	
Personal Computer/ Desktop			✓		✓
Windows CE Device			✓		✓
Interactive Pager			✓		
Palm OS Handheld			✓		✓

FIG. 5E

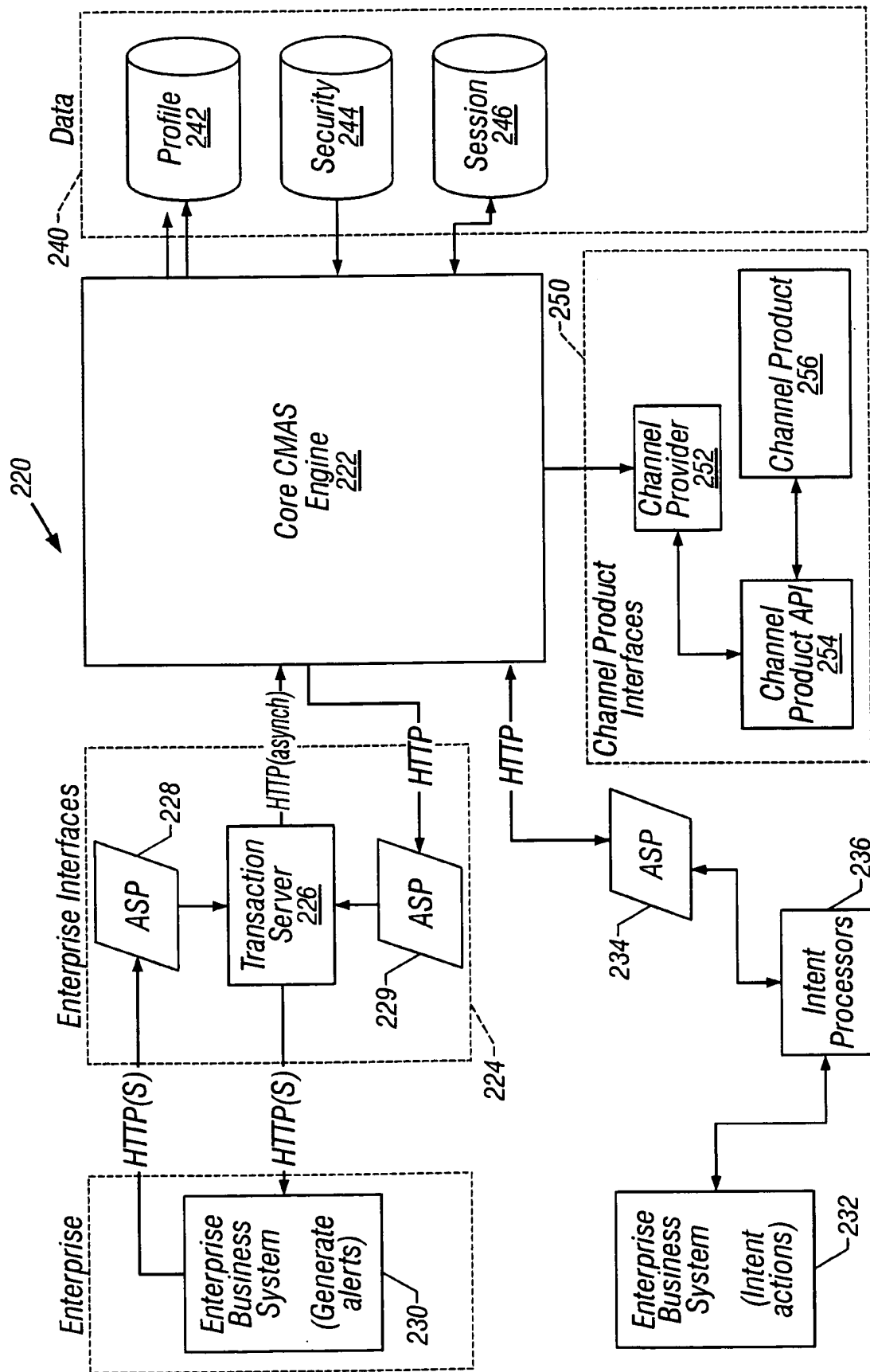


FIG. 6B

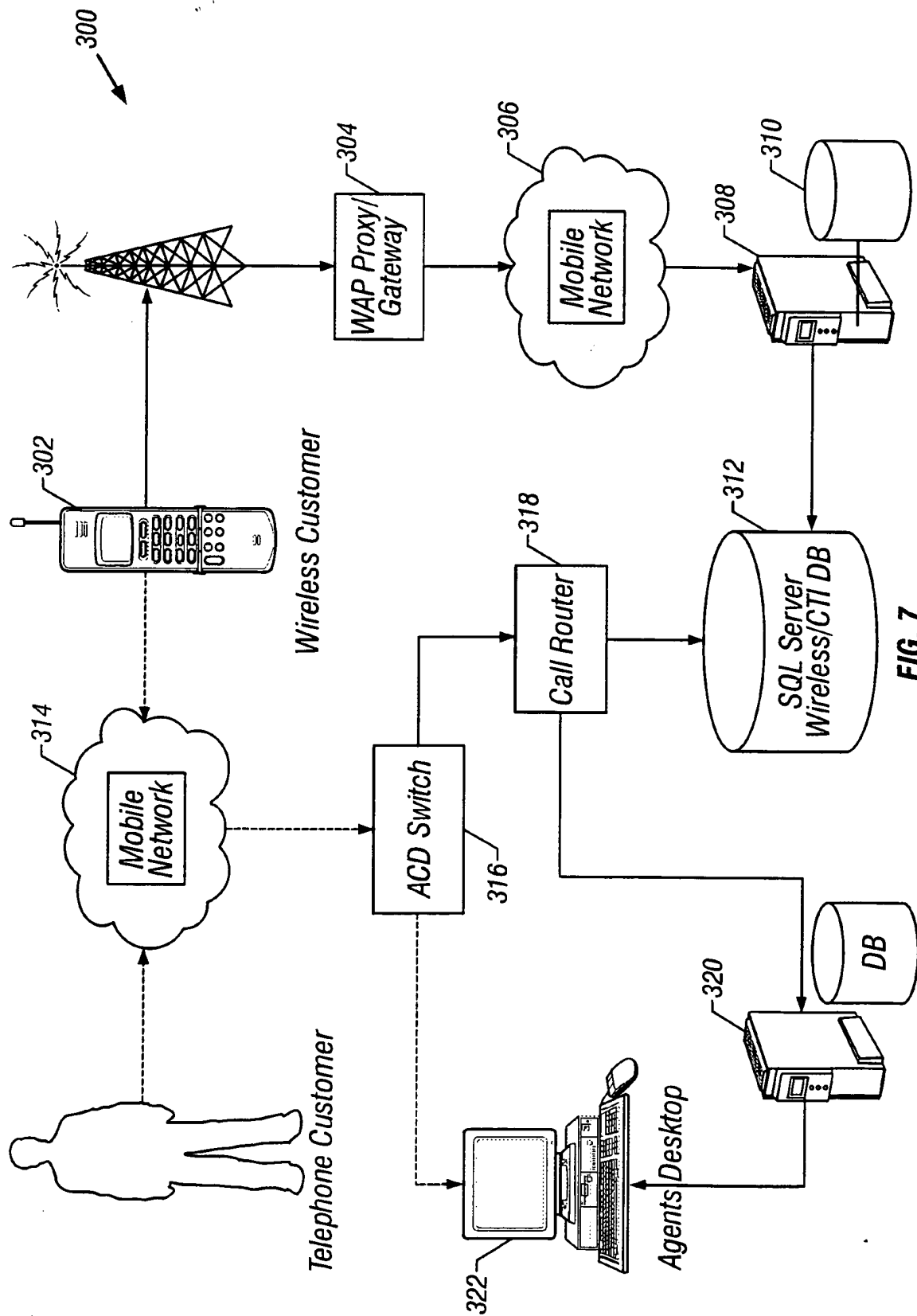


FIG. 7